

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,353,182 B1
APPLICATION NO. : 09/608293
DATED : April 1, 2008
INVENTOR(S) : Jean L. Missinhoun et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In the Specification

In column 4, line 21, after "a completed" delete "an".

In column 7, line 22, before "interaction database" delete "a" and substitute --an-- in its place.

In column 8, line 20, before "customer interaction database" delete "an" and substitute --a-- in its place.

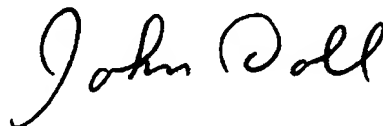
In the Claims

Column 18, in claim 6, line 1, after "customer based" insert --on--.

This certificate supersedes the Certificate of Correction issued March 24, 2009.

Signed and Sealed this

Fourteenth Day of April, 2009



JOHN DOLL
Acting Director of the United States Patent and Trademark Office